

Harmony Health Home Care – Privacy Policy

Effective Date: October 22, 2026

Introduction

This Privacy Policy explains how Harmony Health Home Care Inc ("Harmony," "we," "our," or "us") collects, uses, and protects information through our website, harmonyhealthpa.com, and when you contact us. By using our website or submitting information to us, you agree to this Privacy Policy.

Information We Collect

Information you give us. We collect information you choose to provide, including when you:

- Request care or services through a form on our website (for example, your name, phone number, email address, county, how care will be paid for, and the best time to reach you).
- Apply for a job, schedule an interview, or submit hiring or onboarding documents.
- Send us a referral, or contact us by phone, email, text message, or web form.

Please do not include medical or health details in website forms. We will discuss care needs with you directly by phone or in person.

Information collected automatically. Like most websites, our site and the service providers that help run it may automatically collect basic technical information, such as your browser type, device type, pages visited, and the date and time of your visit. This may involve cookies or similar technologies. We use this information to keep the site secure, understand how visitors use it, and improve it. You can set your browser to refuse or delete cookies; some parts of the site may not work as intended if you do.

How We Use Information

We may use the information we collect to:

- Respond to your questions and requests.
- Determine whether we can serve you and help you through the enrollment or application process.
- Provide, schedule, and coordinate the services you request.
- Review job applications, hire, onboard, train, and pay caregivers and staff.
- Send you information about our services or job opportunities, but only if you have agreed to receive it. You can opt out at any time.
- Operate, secure, and improve our website.
- Comply with legal, regulatory, and payer requirements that apply to home care agencies.

We do not sell your personal information.

Health Information

Health information we receive while providing care to clients is protected under the federal Health Insurance Portability and Accountability Act (HIPAA) and Pennsylvania law. That information is handled as described in our Notice of Privacy Practices, which clients receive when they begin services and which is also posted on our website, and not under this website Privacy Policy. Questions about health information privacy can be directed to Harmony's Privacy Officer at (215) 877-9500.

Text Messaging (SMS) and Consent

- If you provide your mobile number and agree to receive text messages, Harmony may send you texts. These may include service and account messages (such as scheduling updates, reminders, and onboarding steps) and, if you have separately agreed to them, messages about our services, job opportunities, and agency news.
- Consent to receive marketing text messages is not a condition of receiving services or of employment.
- Message frequency varies. Message and data rates may apply.
- To stop receiving texts, reply STOP at any time. For help, reply HELP or contact us at (215) 877-9500.
- Mobile numbers, text messaging opt-in data, and consent will not be shared with third parties or affiliates for their marketing or promotional purposes.

How We Share Information

We do not sell, rent, or trade your personal information. We share information only as needed:

- With service providers that help us operate, such as website hosting, form and scheduling tools, texting, payroll, and agency software providers. They may use the information only to provide services to Harmony.
- With state agencies, managed care organizations, and other payers, as required to coordinate and bill for care or to process enrollment.
- When required by law, regulation, court order, or to protect the safety of clients, caregivers, or others.

Security

We take reasonable administrative, technical, and physical steps to protect the information you provide. However, no website, email, or internet transmission is completely secure, and we cannot guarantee absolute security.

Data Retention

We keep information only as long as needed for the purposes described above, or as required by law, regulation, or payer rules. After that, it is securely deleted or disposed of.

Your Choices

You may ask us to review, update, or delete information you have given us, or to stop sending you messages, by contacting us using the information below. Some information must be kept to meet legal or regulatory requirements.

Children's Privacy

Our website is not intended for children under 13, and we do not knowingly collect personal information from children under 13 through it.

Where Information Is Handled

Harmony is based in Pennsylvania. Information is handled in the United States in accordance with applicable Pennsylvania and federal requirements.

Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated version on our website and change the Effective Date at the top.

Contact Us

Harmony Health Home Care

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